

Division of Amenities and Transportation Services (DATS)

Report of Investigation

Investigation by: John Crawford, Concessions Specialist

Date of Report: Tuesday, September 14, 2020

Date of Incident: Monday, August 31, 2020

Location of Incident: ~~Bldg. 10 - Coffee bar in atrium~~ 10H Food Truck - Rangoli

Complainant:

Nathalie Fuentes Ortiz, NIAID

Complaint Summary: At 2:26pm, the DATS Food Team was notified by email from Tim Tosten, of the complainant, and their concern about food she was served at the Rangoli Food Truck on Monday, August 31, 2020. ~~we were forwarded an email complaint about the Rangoli food truck located in the 10 H parking lot.~~ The complaint said in part, "but I am just concerned about the Food Truck located in the parking lot of Bldg 10. I bought lunch today (chicken pasta) and was not pleased with it. The salad was old, the chicken uncooked (or old) and the prices outrageous. I am currently experiencing some sort of stomach discomfort. This is dangerous since it can cause food poisoning to employees or visitors."

Investigative Actions:

Monday, August 31, 2020:

1. At 3:14pm I replied to the complainant and informed her that Tameika Kastner from DOHS would be in contact with her to follow up on the matter. Lt. Kastner emailed her and left a message at her phone number.
2. I informed both Eurest and Food Works of the incident by 4:00 PM, and directed them to comply with any inquiries from DOHS.

Wednesday, September 9, 2020:

1. After following up with the NIH Sanitarian, Lt. Kastner, she directed the investigation to be closed and provided the following:
2. "Yes, you can close the report. I talked to both her and (b)(6), Contractor Info, (from EUREST) last week. [Week of August 31 – September 4]. I also inspected the truck this morning [September 9]. There were no other complaints and the chicken was pre-cooked and heated before it was served. But for food quality they did not use fresh salad. The salad was prepared Friday [August 28] and serve the following week. As the result, the salad was wilted. This was addressed with the food truck manager last week."

Next steps performed by Contractor:

1. ~~Awaiting disposition from DOHS.~~ Ensure contractor, including any subcontractors understand how important serving as fresh food as possible to customers. Serving three-day old salad